



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

REGIONAL MENTAL HEALTH PROGRAM COORDINATOR

Class No. 002355

■ CLASSIFICATION PURPOSE

Under direction, of the Assistant Deputy Director, plans, coordinates, and evaluates the activities and service delivery of mental health programs within an assigned region; and performs related work as required.

■ DISTINGUISHING CHARACTERISTICS

Regional Mental Health Program Coordinators are technical experts in the mental health field and are responsible for integrating County Mental Health Services with other human care services within an assigned region. This class is distinguished from the Mental Health Program Manager in that Regional Mental Health Program Coordinators serve as technical administrative experts to the Mental Health Services executive team and have management, program development, and contract monitoring responsibilities.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Directs, coordinates, and maximizes the integration and cooperation of mental health programs with other county services and local community resources within an assigned region by facilitating collaborations and partnerships between representatives of the County, contract providers, and non-profit agencies.
2. Supervises, trains, reviews, and evaluates the work of analysts and clerical support staff.
3. Maintains the responsiveness of regional mental health systems by identifying the needs of the community, evaluating the quality of mental health services, addressing issues and concerns, resolving problems, and developing plans and objectives.
4. Participates in developing and implementing long-range plans pertaining to mental health services, such as psycho-social rehabilitation and co-occurring disorders.
5. Develops, implements, and monitors the programs to add and expand mental health services as funding becomes available.
6. Serves as a leader and chairperson over task forces and projects pertaining to the development, selection, and implementation of contracts for regional mental health services; recommends selected vendors to the Mental Health Services executive team.
7. Prepares requests for proposals for regional services and serves as a point of contact for vendors.
8. Convenes and conducts meetings with mental health service providers to ensure that high levels of service delivery are maintained.
9. Approves proposed budgets and adjustments to existing budgets submitted by contractors.
10. Interacts with other Regional Mental Health Program Coordinators to share information and resources and coordinate activities in order to ensure that service deliveries meet goals, standards, and expectations.
11. Identifies, defines, and provides input on issues, needs, and problems inherent within the assigned region and proposes solutions to the Mental Health Services executive team and members of consumer groups.
12. Monitors and evaluates the performance of County and contracted mental health services to determine if the quality of service meets the requirements and criteria specified on contracts.
13. May serve as a Contracting Officer's Technical Representative (COTR).

14. Represents and protects the interests of mental health service recipients by developing cooperative working relationships with law enforcement agencies, probation, social services, advocacy organizations and other mental health providers.
15. Serves as a point of contact for clients who are experiencing difficulties with mental health services and facilitates solutions to resolve such difficulties.
16. Participates in quality improvement efforts pertaining to mental health services and participates on work teams responsible for writing grants, developing mental health programs, and identifying resources in order to increase mental health services within the regions.
17. Reviews policies and procedures for adult and older adult mental health services and provides information to staff.
18. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.
19. May perform special projects assigned by executive management, such as drafting new and revised policies and procedures pertaining to adult and older adult mental health services.
20. May serve as a representative on behalf of the County at meetings involving outside public and private agencies.

■ KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Current mental health theories, practices, and programs relative to young adults, adults and older adults.
- Principles and practices of psychosocial rehabilitation and recovery.
- Planning, administration, development, implementation, monitoring and evaluation concepts, methods, and techniques, as applied to mental health programs.
- Community mental health resources and methods of linking consumers to mental health services.
- Federal, state, and local laws, rules, and regulations pertaining to the delivery of mental health services.
- Concepts of program design and development, resource identification and development, and grant development.
- Budgetary and contracting processes used to review budgets and approve contracts.
- Cultural competence, diversity concepts, and skill development pertaining to service delivery for persons of diverse backgrounds.
- Basic operation and use of computers and software programs such as databases, word processing, and spreadsheets.
- The General Management System in principle and practice.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Effectively monitor and evaluate contracted mental health programs for service delivery, cultural competence, and other criteria.
- Provide technical support to contracted mental health programs servicing adult and older adult consumers.
- Integrate, coordinate, and maximize the activities of mental health services.
- Analyze complex problems and identify, define, and develop logical solutions and alternatives.
- Organize and prioritize workload, utilizing effective multi-tasking techniques.
- Communicate effectively in writing when preparing reports and correspondence.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Use modern office equipment such as personal computers, printers, telephones, facsimiles, and copy machines.

■ EDUCATION/EXPERIENCE

Education, training and/or experience that demonstrate possession of the knowledge, skills and abilities stated above. An example of qualifying experience is: a Masters Degree in psychology, counseling, sociology, social work, public administration, public health or a closely related field AND at least five (5) years of professional experience providing mental health services to transitional age youth, adults and older adults, two (2) years of which must have been in an administrative or management capacity.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers, copiers, telephones, cellular phones and other office equipment. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

Licenses

- A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.
- The possession of a current licensure by the State of California as a Licensed Clinical Social Worker, Marriage and Family Therapist, Mental Health Nursing Specialist, Psychologist, or Psychiatrist is desirable at the time of appointment.

Certification/Registration

All applicants using a LCSW, Clinical Nurse Specialist, Psychologist or Psychiatrist license to qualify for this position are required to have a National Provider Identification Number (NPI) at the time of employment, or proof of application must be provided within sixty (60) days of beginning employment. Incumbents are required to maintain the NPI throughout employment in this class.

Working Conditions

The work environment is divided between an office environment and the field. Incumbents are exposed to computer screens. Work involves frequent travel to locations within San Diego County to conduct site visits and attend meetings. May have occasional interaction with mental health consumers who are homeless and potentially hostile or violent.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this classification shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: February 3, 1975
Retitled: June 16, 2000
Revised: June 14, 2004
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